

HQS No Show Rate Codes & Regulations

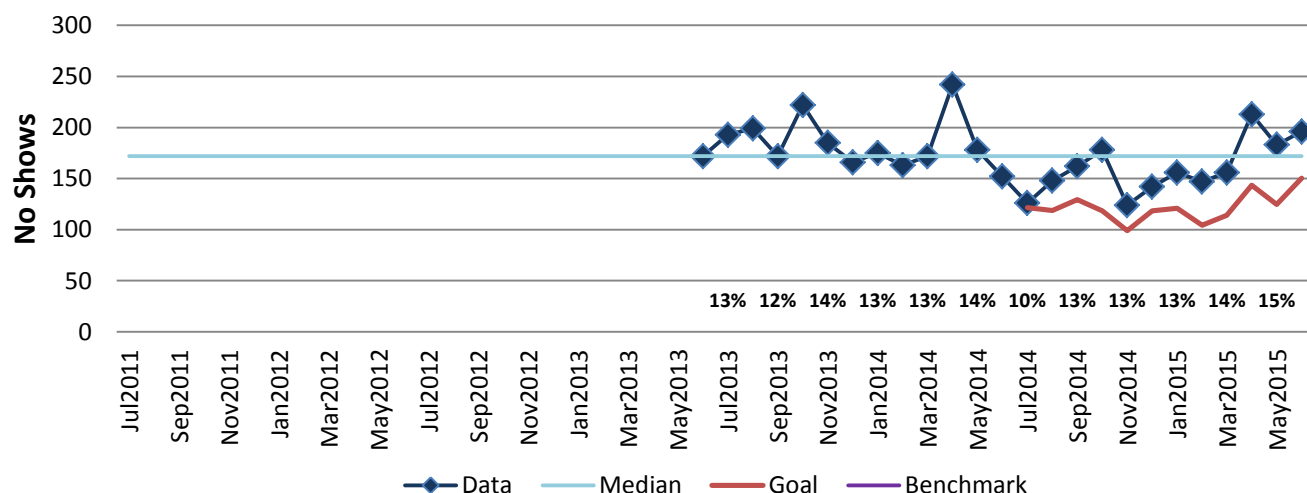


KPI Owner: Dennis Martin

Process: Housing Quality Inspections

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary			
Baseline: 13% In July 2013		Data Source: Hansen Goal Source: Department Management Team Benchmark Source: TBD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal			
Goal: Less than 10% of inspections result in a no show.			Measurement Method: The percent of inspections that fail due to the owner/tenant not showing up.			
			Why Measure: Helps to quantify the no show problem and track impact of process changes			
Benchmark: TBD			Next Improvement Step: TBD			
How Are We Doing?						
Jul2014-Jun2015 12 Month Goal	Jul2014-Jun2015 12 Month Actual		Jun2015 Goal	Jun2015 Actual		
10%	13%		10%	13%		
No Shows	No Shows		No Shows	No Shows		

HQS No Show Rate



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.